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# Genesys Rules System REST API Reference Guide

Rule Packages

5/7/2025

# Rule Packages

| API                   | Method | Syntax                                                                                        | Request Body | Response Body                                                                                                                                                                                                                                                                                                                                                                                                                          | HTTP Status Codes                                                                                                                                                                                                                                                      | Notes                                                                     |
|-----------------------|--------|-----------------------------------------------------------------------------------------------|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
| Query Packages        | GET    | <b>[+]Show</b><br><br>/grs/v1/<br>tenant/{tenantId}/businessnode/{nodeId}/package/{packageId} | N/A          | <b>[+]Show</b><br><br><pre>{   "packages": [     {       "packageId": "1fb18a53-17b2-4ae1-81c7-1614f483c754",       "name": "dmd",       "type": "samples",       "businessName": "XYZ",       "description": "Sample Package",       "templates": [         {           "name": "XYZ",           "version": 1,           "type": null,           "global": false,           "changeComment": null         }       ]     }   ] }</pre> | <ul style="list-style-type: none"> <li>• 200 OK—Response body provided</li> <li>• 401 Unauthorized—API token not valid</li> <li>• 403 Forbidden—User does not have permission for the specified tenant or business node.</li> <li>• 503 Service Unavailable</li> </ul> | User must have permission to view the specified tenant and business node. |
| Query Package Details | GET    | <b>[+]Show</b><br><br>/grs/v1/<br>tenant/{tenantId}/businessnode/{nodeId}/package/{packageId} | N/A          | <b>[+]Show</b><br><br><pre>{   "packageId": "1fb18a53-17b2-4ae1-81c7-1614f483c754",   "name": "dmd",   "type": "samples",   "businessName": "XYZ",   "description": "Sample Package",   "templates": [     {       "name": "XYZ",       "version": 1,       "type": null,       "global": false,       "changeComment": null     }   ] }</pre>                                                                                         | <ul style="list-style-type: none"> <li>• 200 OK—Response body provided</li> <li>• 401 Unauthorized—API token not valid</li> <li>• 404 Not Found—could not find packageId</li> </ul>                                                                                    |                                                                           |

| API            | Method | Syntax                                                                                     | Request Body                                                                                                                                                                                                                                                                                      | Response Body                                                                                                                                                                                                                                                 | HTTP Status Codes                                                                                                                                                                                                                                                                                | Notes |
|----------------|--------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
|                |        |                                                                                            |                                                                                                                                                                                                                                                                                                   | <pre> "description": "SamplePackage Note: Must enable wildcards for this to work decision- table- enable- wildcards=true", "templates": [ { "name": "XYZ", "version": 1, "type": "samples", "global": false, "changeComment": "Initial" } ] } </pre>          | <p>specified package ID. Use Query Packages to obtain correct ID.</p> <ul style="list-style-type: none"> <li>503—Service Unavailable</li> </ul>                                                                                                                                                  |       |
| Create Package | POST   | <p><b>[+]Show</b></p> <pre> /grs/v1/tenant/{tenantId}/businessnode/{nodeId}/package </pre> | <p><b>[+]Show</b></p> <pre> { "name": "XYZ", "type": "samples", "businessName": "XYZ", "description": "SamplePackage", Note: Must enable wildcards for this to work decision- table- enable- wildcards=true "templates": [ { "name": "Existing Template", "version": 7 }, { "name": "A new </pre> | <pre> { "packageId", "f44268af-dd9e-4035-baff-53d78fc89", "businessName": "XYZ", "description": "SamplePackage", "businessName": "XYZ", "description": "SamplePackage", "templates": [ { "name": "Existing Template", "version": 7 }, { "name": "A new </pre> | <ul style="list-style-type: none"> <li>201 Created—Response body provided</li> <li>401 Unauthorized—API token not valid</li> <li>403 Forbidden—User does not have permission for the specified tenant or business node, or does not have proper permission to perform this operation.</li> </ul> |       |

| API | Method | Syntax | Request Body                                                                            | Response Body                               | HTTP Status Codes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Notes |
|-----|--------|--------|-----------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
|     |        |        | <pre> "version":7   },   {     "name": "A new template",     "version":2   } ] } </pre> | <pre> template", "version":2   } ] } </pre> | <ul style="list-style-type: none"> <li>422<br/>Unprocessable<br/>Entry—Field<br/>Validation<br/>Error</li> </ul> <p><b>[+]Show</b></p> <pre> {   "message": "Validation Failed",   "errors": [     {       "code" : "1000",       "field" : "name",       "message": "package name must be specified"     }   ] } </pre> <p>Other possible<br/>return values:</p> <ul style="list-style-type: none"> <li>1001—name—package<br/>name<br/>contains<br/>invalid<br/>character(s)</li> <li>1002—name—package<br/>name<br/>cannot<br/>contain<br/>java<br/>keyword(s)</li> <li>1003—name—package<br/>name<br/>already<br/>in use</li> <li>1004—type—package<br/>type</li> </ul> |       |

| API            | Method | Syntax                                                                                                | Request Body                                                                                                                                                                                                                               | Response Body                                                                                                                                                                                                                                                                                             | HTTP Status Codes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Notes |
|----------------|--------|-------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
|                |        |                                                                                                       |                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                           | <p>must be specified</p> <ul style="list-style-type: none"> <li>1005—templates—specified template:<br/>{templatename}<br/>version:<br/>{version}<br/>not found</li> <li>1006—businessName—business name already in use</li> <li>503—Service Unavailable</li> </ul>                                                                                                                                                                                                                                                                 |       |
| Modify Package | PUT    | <p><b>[+]Show</b></p> <p>/grs/v1/<br/>tenant/{tenantId}/business/{businessId}/package/{packageId}</p> | <p><b>[+]Show</b></p> <pre>{   "name": "XYZ",   "type": "samples",   "businessName": "New Business Name",   "description": "New Description",   "templates": [     {       "name": "AnotherTemplate",       "version": 2     }   ] }</pre> | <p><b>[+]Show</b></p> <pre>{   "name": "XYZ",   "type": "samples",   "businessName": "New Business Name",   "description": "New Description",   "templates": [     {       "name": "SamplePackage",       "version": 1     },     {       "name": "AnotherTemplate",       "version": 2     }   ] }</pre> | <ul style="list-style-type: none"> <li>200 OK—Response body provided</li> <li>401 Unauthorized—APIToken not valid</li> <li>403 Forbidden—User does not have permission for the specified tenant or business node. User must have MODIFY_PACKAGE permission. User can modify the following fields: <ul style="list-style-type: none"> <li>businessName</li> <li>description</li> <li>templates</li> </ul> <p>Any other fields modified will be ignored.</p> </li> <li>422 - Unprocessable Entry - Field Validation Error</li> </ul> |       |

| API            | Method | Syntax                                                                                        | Request Body | Response Body | HTTP Status Codes                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Notes                                                                                       |
|----------------|--------|-----------------------------------------------------------------------------------------------|--------------|---------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|
|                |        |                                                                                               |              |               | <b>[+]Show</b><br><br><pre>{   "message":   "Validation   Failed",   "errors": [     {       "code" :       "1006",       "field" :       "businessName",       "message":       "businessName       already in       use"     }   ] }</pre> <ul style="list-style-type: none"> <li>1005—templates—specified template: {templatename} version: {version} not found</li> <li>1006—businessName—business name already in use</li> <li>503—Service Unavailable</li> </ul> |                                                                                             |
| Delete Package | DELETE | <b>[+]Show</b><br><br>/hrs/v1/<br>tenant/{tenantId}/businessnode/{nodeId}/package/{packageId} | N/A          | N/A           | <ul style="list-style-type: none"> <li>204 No Content—Returned if successful operation.</li> <li>401</li> </ul>                                                                                                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>User must have PACKAGE_DELETE permission.</li> </ul> |

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| API | Method | Syntax | Request Body | Response Body | HTTP Status Codes                                                                                                                                                                                                                                                                                                          | Notes |
|-----|--------|--------|--------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
|     |        |        |              |               | <p>Unauthorized—APIToken not valid</p> <ul style="list-style-type: none"><li>• 403 Forbidden—User does not have permission for the specified tenant or does not have proper permission to perform this operation.</li><li>• 404 Not Found—Could not find specified package ID.</li><li>• 503—Service Unavailable</li></ul> |       |